

24 Mayflower Lane  
East Setauket, NY 11733  
August 13, 2008

**Bank Of America**  
**PO Box 15026**  
**Wilmington, DE 19850-5026**  
**Attn: Customer Service – Credit Line**

***RE: Account #***  
***Account #***

Dear Sir /Madam:

This week I received my monthly bill on the account ending in 7266 for which my interest rate increased to 18.74% due to an end of a promotional period. I called customer service in hopes of getting that rate decreased.

Upon calling I was transferred to another department and then I was asked what my total annual income was (about \$84K), how long I have been at my present job (almost 16 years). After being on hold for about 5 minutes the person I was speaking to told me that due to my outstanding unsecured credit amounts that they were going to have to reduce my credit line on the two Bank of American credit cards I have. My account ending in 7266 was to be reduced from \$32,700 to \$10,500 and my account ending in 2821 was to be reduced from \$25,000 to \$1,500.00. I listened in amazement thinking they would say in lieu of this we will reduce you interest rate. No that was not going to happen either. I could not believe my ears. I called on my own; the Bank of America was not calling me to reduce my credit lines. I thought at worst by calling that they would not be able to get a lower rate. But I did not expect that they would reduce my credit lines that I have earned over the year from having a great payment history. Then after I protested and was told again (and I even called again) they could do nothing for me. Then the person ended the call by saying, "thank you for being a loyal customer for over 10 years!" The audacity of such an ending comment. So by calling and trying to work with my bank instead they penalized me and seemed happy about it.

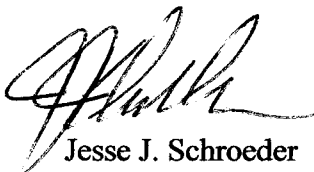
Now I understand the banking industry and the current environment. And the debt I have is all being paid on my own 3-year payment schedule. By looking at my credit report on ALL my loans I have I have NEVER been late. Plus the balances on the account are from old transfers; they are not added new charges. These cards were for me to pay off debt with a relatively low interest rate.

Again I understand the bank's fears of people defaulting on mortgages and not been able to pay other loans and credit cards. But by looking at my full history of any of my credit cards or my mortgage you would see I am not part of the problem that is affecting your industry.

If you are not going to lower my rate, at least reinstate my credit lines. Those credit lines as mentioned before is something I earned and was given to me by the Bank of America and other banks that were predecessors to you. Or if you like to keep these new reduced credit lines then I should be give a lower fixed interest rate for both accounts. I think that is fair. How can you be a "customer service" department when you do not service the customer? Something to ponder I would think, especially for your customers with historically great credit.

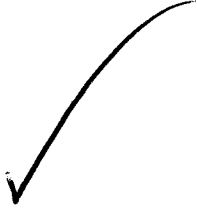
Please contact me during business hours at (212) 826-6457. I look forward to discussing this situation and having a better result than what I was treated to today.

Sincerely,



Jesse J. Schroeder

CC: Federal Reserve Board, Washington, DC



Office of the State Bank Commissioner - Delaware